

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Environmental Quality	2	171	1	174
	1	109	1	111
Customer Company Total	2	171	1	174
	1	109	1	111

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Environmental Quality	2 0	171 7	1 0	174 7
Customer Company Total	2 0	171 7	1 0	174 7

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Environmental Quality	2 0.06	171 0.18	1 0.00	174 0.18
Customer Company Total	2 0.06	171 0.18	1 0.00	174 0.18

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Environmental Quality	2 0	171 11	1 0	174 11
Customer Company Total	2 0	171 11	1 0	174 11

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Environmental Quality	2 0.21	171 1.54	1 0.00	174 1.51
Customer Company Total	2 0.21	171 1.54	1 0.00	174 1.51

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

Detail

INC000000294952	Arlene Lovato	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 17.68
INC000000301603	Walter Baker	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 7.01
INC000000305582	David Snyder	None	None	None		TIR Missed: No	TIR: 0.24
	Voice/Data/WAN Services	Mitch Hood	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.89
INC000000305745	David Larsen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.99
INC000000305749	Tina Mercer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.98
INC000000305983	Doug Taylor	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.26
INC000000305985	Michael George Jr	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000306099	Robin V Davis	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306114	Harry D Campbell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.93
INC000000306170	Alexander Scott	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.07
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000306237	Marc Earnhardt	Application	Error	None		TIR Missed: No	TIR: 0.41
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.59
INC000000306355	Kimber Hall	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.77
INC000000306425	Kari Lundeen	Application	None	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306445	Rhonda Thiele	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000306478	David Hansen	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306644	Mark Schmitz	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000306646	Dale Jorgensen	None	None	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000306674	Jim Lansbarkis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306732	Sandy Dixon	Application	None	Adobe Reader		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000307182	Deborah Boren	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.21
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.72
INC000000307503	Reginald Olsen	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.85
INC000000307550	David Hansen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.40
INC000000307553	Jim Martin	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.38
INC000000307555	Michael D Allred	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.84
INC000000307557	Michael Moss	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.36
INC000000307559	Woodrow Campbell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.44
INC000000307560	Carl Adams	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.42
INC000000308224	Bruce Allen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.17
INC000000308229	Carol Nielsen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000308231	Renette Anderson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.99
INC000000308235	Wade Hansen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.95
INC000000308577	Edward Hickey	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.18
INC000000308578	Faye Bell	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.12

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000308581	Edith Barker Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
INC000000308584	Charles Bishop Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
INC000000308585	Craig W Jones Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
INC000000308841	Ralph Bohn Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.05 12.17
INC000000308939	Shaun Buttars Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000308980	Mark Stanger Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 12.60
INC000000309000	Edith VanVleet Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.20
INC000000309151	Craig Silotti Application Services	Application Martin Gonzalez	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.39
INC000000309176	Deborah Boren Voice/Data/WAN Services	Print/Copy/Scan/Fax Mark Thomas	Incident Environmental Quality	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.42 4.98
INC000000309478	Rocky L Stonestreet Jr Metro B Help Desk	Network Janet Hongsyvilay	Error Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000309795	Edith Barker Metro B Desktop Support	Network Bill Crowther	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.28
INC000000309993	Alan Humpherys Metro B Help Desk	Network Janet Hongsyvilay	Error Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.59
INC000000309998	Lonnie Shull III Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.22
INC000000309999	Paul Zahn Metro B Help Desk	Network Janet Hongsyvilay	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.62
INC000000310052	Edward Costomiris Metro B Help Desk	Network Val Shepherd	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310087	Delene Stevenson Metro B Help Desk	Application Janet Hongsyvilay	Error Environmental Quality	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.63
INC000000310125	Robert Neal Olson Help Desk	Mobile Devices Sarah Johnson	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.94

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000310133	Loren Morton	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310193	Laurie Leib	Network	Error	None		TIR Missed: No	TIR: 0.03
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000310255	Colleen Delaney	Network	Incident	None		TIR Missed: No	TIR: 0.51
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.97
INC000000310504	Sandy Dixon	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.88
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.08
INC000000310547	Ying-Ying Macauley	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.42
INC000000310783	Harold Sandbeck	Application	Error	ArcGIS Server Applications		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310925	Karma Kehler	Software	Application	Adobe Acrobat		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000311089	Lorna Hackford	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.84
INC000000311091	Wade Hansen	None	None	None		TIR Missed: No	TIR: 0.30
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.85
INC000000311105	Ken Bousfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311146	Craig W Jones	Network	None	None		TIR Missed: No	TIR: 0.25
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000311149	Connie Rauen	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311167	Morgan Atkinson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.22
INC000000311169	Tad Anderson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.21
INC000000311219	Arlene Lovato	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311223	Monique Rodriguez	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.59
INC000000311273	Michelle Weis	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.31
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.46

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000311301	Jay Morris	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	1.85
INC000000311449	Alair Emory	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.23
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000311803	Doug Wong	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	1.26
INC000000311838	Robert Ford	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.72
INC000000311920	Christine Keyser	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000311926	Sonja Robinson	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312107	Deborah Ng	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312111	Frank Stehno	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Medium	Closed	TTR Missed:	No	TTR:	0.00
INC000000312139	Meagan Nattress	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000312544	Kathryn Ostler	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.29
INC000000312550	Rich Peterson	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	1.44
INC000000312552	Deann Rasmussen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	5.05
INC000000312571	Richard McKeague III	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000312593	Deann Rasmussen	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	Yes	TTR:	6.65
INC000000312978	John Whitehead	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000313012	Reginald Olsen	Network	None	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	5.13
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	5.13
INC000000313151	Svetlana Kopytkovskiy	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	3.79

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000313517	Cheralyn Anderson	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000313610	Sherry Childers	PC/Laptop	None	None	TIR Missed: No	TIR: 0.51
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.59
INC000000313624	Arlene Lovato	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.87
INC000000313736	James Harris	Mobile Devices	Error	Droid	TIR Missed: No	TIR: 0.06
	Application Services	Dustin Crump	Environmental Quality	Low Closed	TTR Missed: No	TTR: 1.11
INC000000313849	John Whitehead	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.50
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.50
INC000000313882	Dan Washington	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.11
INC000000313942	Edith Barker	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.10
INC000000313958	Mark Berger	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314142	Jason Krebs	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 1.57
INC000000314179	Robert Herbert	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.15
INC000000314341	Bruce Miya	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.57
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 5.64
INC000000314386	Scott Hopkins	Telecom	None	None	TIR Missed: No	TIR: 0.28
	Voice Operations	Annette Nielsen	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.66
INC000000314443	Joel Karmazyn	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.28
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.86
INC000000314791	Gwyn Galloway	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314982	Lisa Gelino-Titcomb	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000315165	Joe Thomas	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.10
INC000000315167	Sean Warner	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.10

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000315168	Andy Hale	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000315278	Michael Georgeson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315280	Hao Zhu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315282	Molly Bringham	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000315323	Sandy Dixon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.32
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.93
INC000000315551	John Waldrip	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.12
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000315591	Sonja Robinson	PC/Laptop	None	None		TIR Missed: No	TIR: 0.09
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000315598	Harry D Campbell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.85
INC000000315614	James Harris	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 12.77
INC000000315689	Walter Baker	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000316124	Dave A Rupp	Application	Error	None		TIR Missed: No	TIR: 0.46
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 5.87
INC000000316214	Karen Wehking	None	None	None		TIR Missed: No	TIR: 0.70
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.51
INC000000316350	Emily Canton	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000316380	Candace Cady	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.21
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000316429	Ben Holcomb	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.59
INC000000316447	Kathy Lundy	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.71
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.51
INC000000316554	Harry D Campbell	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.08

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000316741	David Bird	Application	Reporting	None		TIR Missed: No	TIR: 0.39
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000316801	Carlee Christoffersen	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.19
	Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 8.68
INC000000316999	Hao Zhu	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.62
INC000000317188	Connie Rauen	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.09
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.31
INC000000317224	Amanda Smith	Network	Error	None		TIR Missed: No	TIR: 0.13
	Metro B Help Desk	Val Shepherd	Environmental Quality	High	Resolved	TTR Missed: No	TTR: 0.42
INC000000317260	Roy Baran	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.66
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.85
INC000000317350	Lorna Hackford	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.28
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000317366	Sandra Wingert	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.19
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.08
INC000000317384	Michael D Allred	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.38
INC000000317668	John Kennington	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000317671	Dave Allison	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.54
INC000000317747	Edith Barker	Application	Error	Kofax ImageControls		TIR Missed: No	TIR: 0.14
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000317923	Ping Xi	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.39
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.93
INC000000318015	Laurie Leib	Application	None	None		TIR Missed: No	TIR: 0.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.60
INC000000318170	William Andes	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000318182	Craig Silotti	None	None	None		TIR Missed: No	TIR: 0.03
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000318232	Joel Karmazyn	Application	Password	None		TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.57

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000318446	Mark Stanger	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.71
INC000000318447	Lisa Nelson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.06
INC000000318450	Eric Baiden	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000318453	Judy Etherington	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000318535	Arlene Lovato	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.53
INC000000318603	Nando Meli Jr	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.46
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.53
INC000000318662	Mark Berger	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.24
INC000000318734	Huong Tran	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.11
INC000000318750	Rose Kenworthy	Application	Error	None		TIR Missed: No	TIR: 0.80
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.94
INC000000318836	Scott T Anderson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.01
INC000000318875	Ralph Bohn	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000319107	Jule Fausto	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000319326	Diane S Nielson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.29
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.73
INC000000319386	Hao Zhu	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.47
INC000000319429	Faye Bell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.01
INC000000319574	Mark Schmitz	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000319876	Judy Etherington	Application	Error	Adobe Acrobat		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.12

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000320076	Eva Nieminski	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320332	Barbara Perkins	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320335	Brent Everett	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320478	Paul Zahn	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000320621	Steve Packham	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320911	Trisha Johnson	Network	Incident	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.70
INC000000320958	Paul Zahn	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000320965	Kathryn Dozier	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.84
INC000000321246	William Andes	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 7.63
INC000000321436	Mark Schmitz	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000321441	Deann Rasmussen	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 6.11
INC000000321542	Michelle Horning	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 6.01
INC000000321732	Gary Kobzeff	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000321935	Lori Knudsen	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 1.02
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.22
INC000000321990	Ping Xi	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000322300	Deborah Ng	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.41
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.18
INC000000322333	James Harris	Network	Incident	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.25

Enterprise Incident Report May 2011

As of 6/1/2011

Environmental Quality

INC000000322386	Helge Gabert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.03
INC000000322473	Joel Karmazyn	Application	None	None	TIR Missed: No	TIR: 0.66
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 2.28
INC000000322537	Sharon Schofield	None	None	None	TIR Missed: No	TIR: 0.67
	Application Services	Tony Larsen	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.96
INC000000322872	Kimberly A Wilcox	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000323101	Debbie Oberndorfer	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Environmental Quality	High Resolved	TTR Missed: No	TTR: 0.00